

ILLINOIS
COMMERCE COMMISSION

2003 FEB 28 A 11:45

CHIEF CLERK'S OFFICE

FORMAL COMPLAINT

Illinois Commerce Commission
527 E. Capitol Avenue
Springfield, Illinois 62701

For Commission Use Only:

Case: 03-0126

ORIGINAL

Regarding a complaint by (Person making the complaint):

Jacqueline Ray

Against (Utility name):

Peoples Energy

As to (Reason for complaint)

Peoples Energy, refuse to give me gas service for a gas bill at a address I never resided in 1988-1991. in Chicago Illinois.

TO THE ILLINOIS COMMERCE COMMISSION, SPRINGFIELD, ILLINOIS:

My mailing address is

5700 So. Seeley

The service address that I am complaining about is

5209 So. Winchester

My home telephone is

(773) 436-8003

Between 8:30 A.M. and 5:00 P.M. weekdays, I can be reached at

(773) 778-8802

(Full name of utility company)

People Energy

to the provisions of the Illinois Public Utilities Act.

-(respondent) is a public utility and is subject

In the space below, list the specific section of the law, Commission rule(s), or utility tariffs that you think is involved with your complaint.

83-11. Adm. Part 200.150 and 200.170

Have you contacted the Consumer Services Division of the Illinois Commerce Commission about your complaint?

☒ Yes ☐ No

Has your complaint filed with that office been closed?

☐ Yes ☒ No

Please state your complaint briefly. Number each of the paragraphs. Please include time period and dollar amounts involved with your complaint. Use an extra sheet of paper if needed. I applied for gas service on the phone giving the following: Name, SS #, address.

~~My bill ranged from \$5-\$15 cooking gas only. Seven months later, Peoples Energy transferred a balance of \$2904.82 to my account. I called because of the error, and I was told it was from a previous address, 5209 So. Winchester, and send any copy of any prove of address where I resided, so I did. I submitted: copy of work info, credit report, school transcripts, Id, voter reg. from 1988-1990. Peoples Energy continue to harass me insisting that I resided and owe this bill, I continue to pay correct bill every month til they disconnected my service DEC 2002.~~

Please clearly state what you want the Commission to do in this case: First, restore gas service at \$15.50 Francisco Apt 2 Chgo, IL, immediately. Second, clear my name and credit report immediately, with a letter stating it has, to me Jacqueline Ray. Finally a \$1000.00 credit to my gas service for a day's pay and the 3 months without service.

Date: 02/20/03
(Month, day, year)

Complainant's Signature M. Jacqueline Ray

If an attorney will represent you, please give the attorney's name, address, and telephone number.

You need to file the original with the Commission. Also, provide one copy for each utility complained about (referred to as respondents).

VERIFICATION

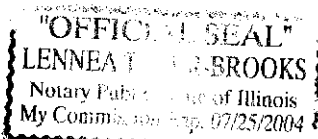
A notary public must witness the completion of this part of the form.

I, Jacqueline Ray, first being duly sworn, say that I have read the above petition and know what it says.
The contents of this petition are true to the best of my knowledge.

(Signature) Jacqueline Ray

Subscribed and sworn/affirmed to before me on (month, day, year) 02-20-03

[Signature]
Notary Public, Illinois



NOTE: Failure to answer all of the questions on this form may result in this form being returned without processing. If you have questions, please call the counselor in the Consumer Services Division that handled your informal complaint.

Jaqueline Ray

Feb 7, 2002

1. On March 1, 2002, I applied for gas service with Peoples energy, giving them my name and social security number, they said every thing was fine and some one will be out to connect service.
2. When I received a bill, seven months later, of \$2204. -, I called Peoples energy, and they said it was from a previous address of 3209 South Winchester, I stated I never lived at that address, Peoples energy told me to send in prove of my resident or mail, to my address I was living in from 1988 - 1991 and they would correct the error / problem.
3. later that month, I provided that prove with mail, college transcript, work / previous employment statement and an official tax form. Peoples energy did not except this information as proof and disconnected my gas service.